DEPARTMENT OF ALCOHOL and DRUG PROGRAMS

Information Management Services Division

HIGH-LEVEL OVERVIEW:
California Outcome Measurement System (CalOMS) Treatment
CERTIFICATION TESTING

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1. INTRODUCTION

This document provides county administrators, direct providers, information technology (IT) managers, staff and developers with a high-level overview of the certification testing process for California Outcome Measurement System (CalOMS) Treatment data collection and reporting systems. Each county's active participation in and commitment to the certification testing process will enhance the value of CalOMS by providing a dependable and high level of data quality. Detailed guidelines and tasks for Certification testing will be disseminated in a separate document during the next regional training sessions, which begin in the first week of October.

This overview assumes that readers are familiar with the CalOMS Treatment project, including project scope, objectives, schedule, system requirements and data elements. Reference material regarding the CalOMS Project is available on ADP's website, http://www.adp.ca.gov. To avoid redundancy, the term "county" is used throughout this document to refer to both counties and direct providers. Also, the term "CalOMS Treatment" is now being used instead of simply "CalOMS" in order to differentiate from "CalOMS Prevention, which is part of the overall CalOMS project.

2. CERTIFICATION TESTING OVERVIEW

Certification testing of a county's CalOMS Treatment data collection and reporting system is required before the county can begin sending production or "live" CalOMS treatment data to ADP. This process helps to ensure that a county's system is ready to exchange electronic data that meets CalOMS data requirements and data quality standards. Accordingly, to pass testing and become certified, the county must demonstrate its ability to successfully:

- Upload and transmit CalOMS Treatment files to the Department of Alcohol and Drug Programs (ADP) via the Department of Mental Health (DMH) ITWS portal, and to receive responses back.
- Create and transmit CalOMS Treatment files in the proper format.
- Incorporate and execute the file, record and field edits specified in the CalOMS Data Dictionary and related documentation prior to transmittal to ADP.

Specifically, each county system will be tested on its ability to submit admission, annual update and discharge records with all data elements conforming to the published format and relational rules. All records and data elements will be evaluated in order to ensure that they contain only allowable values. All data elements will be evaluated for relational dependencies, for example:

- If the *Gender* field is "Male," the system does not allow the *Pregnant At Admission* field to be "Yes.
- If the *Place of Birth – County* is one of the counties in California, the *State of Birth* may not be Texas.

In addition, the county system will be tested at the record-level to ensure that the system does not allow such things as different admission records with the same Form Serial Number or a discharge record to be submitted to ADP before the corresponding admission record.

To accomplish testing in an expeditious and structured manner, ADP is preparing a listing of standardized test records to be input and used by each county. These test records will be given to the county for data entry in advance of the testing process, The test records will be used to simulate several months of batch CalOMS files and will consist of approximately 200 – 250 "good" and "bad" records. These records will include a mix of admission records, discharge records, annual update records, resubmissions and deletions. To ensure accurate identification of errors during the testing process, each record will test one and only one potential error condition.

ADP's intent is not to exhaustively test every possible error condition in county CalOMS Treatment systems, but to test a representative sample of those areas where errors and problems are most likely to occur. The objective is to determine whether a county system appears ready to begin sending production data while keeping the amount of labor and time required at the county level for testing to reasonable levels.

Where several counties are using exactly the same system from a third-party vendor, ADP may be able to test collectively and reduce testing for each individual county. ADP will determine the extent to which representative county testing can be accomplished as the systems that vendors are developing on behalf of multiple counties are better understood. Be assured that we will strive to reduce the testing labor and time for a county where possible without sacrificing the integrity of the testing process! Additionally, ADP will use the same staff person as the primary source of contact with each county associated with a specific vendor's product, in order to be familiar with common issues when implementing within multiple counties.

During the testing process, it is essential that sufficient technical staff be readily available not only for communication with ADP and to conduct the testing, but to promptly remediate any issues or errors that are discovered. If a county is using a contractor or vendor, coordination of resource schedules and availability is essential during the certification testing window.

Please keep in mind that ADP's certification testing process does not replace a county's own system testing. If ADP was to exhaustively test each county's system for every possible error, it would be prohibitively time and resource-intensive for each county as well as for ADP. Although the certification testing process should provide a reasonable assessment of whether your county's system is ready to move to production, it is possible that an error may be discovered after your county's system is certified and moved to production. As with initial development, it remains the county's responsibility to fix any bugs that may be found after the system is in production.

3. RESPONSIBILITIES

While the certification testing process is a collective and collaborative effort between ADP and each county, ADP is specifically responsible for:

- Developing testing procedures and guidelines
- Communicating with and training counties on the certification testing process
- Creating test files to be used for certification testing
- Providing staff resources necessary for timely, informed and complete communications with each county before and throughout the certification testing process
- Reviewing test results, identifying problems and errors, and communicating back to a county on a timely basis
- Issuing a confirmation e-mail that that a county system has been certified and is ready to begin sending production data

Each county is specifically responsible for:

- Developing their CalOMS system to the same level of edits and validations as specified in the CalOMS Treatment Data Dictionary and related documentation
- Completing development and having their system ready for testing during the specified Certification testing period
- Completing the preparatory steps described in this document that are needed prior to certification testing, and for providing the necessary resources for the county portion of testing
- Entering test data records, processing the test files and transmitting the test files to ADP via the DMH ITWS portal
- Correcting any problems or errors needed in order to pass testing and become certified

4. CERTIFICATION TESTING: HIGH-LEVEL TASKS

A. SCHEDULING

County certification testing will begin on November 15, 2005 and end on March 15, 2006. During October 2005, ADP will begin contacting each county to schedule a two-week window for certification testing during this period

However, if a county has a specific time window in mind and does not want to wait until ADP contacts the county, please contact Jonathan Meltzer, Certification Testing Manager, at (916) 324-5893 or at jmeltzer@adp.ca.gov.

Note: ADP estimates the average duration period for the actual certification testing process to be approximately two weeks. This includes:
- Transmitting the initial test files and records from the county to ADP
- Processing and reviewing the test files and records by ADP
- Reporting results, issues and errors back to the county
- Review of issues and errors by the county
- Correcting any errors and then regression testing (re-testing) the corrections
- Re-transmitting the test files and records to ADP

This cycle will continue until the file and record transmittals are error free. The actual duration of time for the entire testing process will vary depending upon a variety of factors, such as the number of issues and errors that are found, the amount of time it takes the county to make any required fixes, and the turnaround time between the steps shown above. Also, the testing window reflects the actual testing process only, and does not include time required for the preparatory tasks described in the following section below.

B. PREPARATION for TESTING – TIMELINES & TASKS

1. Initial Steps

The following tasks are required before testing: and should be completed as far in advance as feasible:

- Clean up CADDS records, particularly suspense and unmatched discharge records, and submit corrections and deletions. This will help prepare for data conversion from CADDS to CalOMS and will ensure that records which need to be converted are included in the process. If the county CADDS staff has questions regarding which records should be purged, or if they need any current suspense or other reports to

assist them in record clean-up, contact your county's ADP CADDS liaison as soon as possible for assistance.

- **<u>Remember that ADP's certification testing process does not replace a county's own system testing!</u>** Each county must conduct its own system testing to ensure that issues and errors that are an inevitable part of any system development project are identified and fixed prior to the formal certification testing process.

  While the county is responsible for developing its own system testing procedures and test records, ADP will also publish the test records used for internal testing of ADP's CalOMS Treatment system for reference purposes. These records (which will contain only "dummy" data) will be posted on the ADP's website for download during the week of October 11, 2005.

2. Preparatory Steps for Certification Testing

The following general timelines and tasks apply after certification testing is scheduled for your county:

# of Weeks/Days Before Testing Begins	ADP	County
Six Weeks Before Testing	A member of the ADP Certification Testing Team will be assigned to each county as its primary point of contact and will contact the county for a preliminary discussion regarding certification testing. A back-up ADP team member will also be assigned at that time.	County testing staff should review the CalOMS Certification Testing Detailed Guide and the CalOMS Treatment System Profile/Questionnaire, which will be disseminated during the first week of October. (Note: A downloadable copy will also be available on ADP's web site).
Four Weeks Before Testing	ADP testing staff will initiate an in-depth teleconference with the county to discuss testing guidelines, issues and concerns. ADP will provide a listing of its Master Provider File for the county, to ensure that ADP and county records match.	The CalOMS Treatment System Profile/Questionnaire must be completed and returned to ADP by this time. County clean-up of CADDS suspense and unmatched discharge records should be completed by this time.

# of Weeks/Days Before Testing Begins	ADP	County
Three Weeks Before Testing	ADP will send the county a listing of test records (approximately 200–250) to be input for testing, along with any new or updated instructions for data entry of the test records, processing them, then creating and transmitting the test files.	Review the test records and identify any issues, questions or concerns regarding the data entry process.
Two Weeks Before Testing	ADP will contact the county to discuss the test file and record transmittal process in detail, and to answer any outstanding questions or concerns.	Set up and check the test environment to ensure there are no unanticipated problems, such as firewall issues or spam filters that might block e-mails and/or file transmissions.
One Week Before Testing		Conduct a "dress rehearsal" by county testing staff to ensure that everything is ready to go. Remove any "live" data from the file server to be used for testing. All county staff involved in the testing process should be fully trained and familiar with their testing responsibilities and assignments. It is highly recommended that where possible, backup staff should also be trained and assigned.
One Day Before Testing	The ADP Certification Testing Team member assigned to the county will contact the county testing manager to confirm testing readiness, and to go over any last minute questions, changes, or issues	

C. TESTING

On the first day of testing, the assigned ADP certification testing team member will contact the county test manager at the pre-arranged time to give clearance for the county to transmit its initial test file. This initial test file will be a file intended for connectivity or interface testing only (i.e., to test the county's ability to successfully transmit a file and to receive confirmation back). During this process, county and ADP testing personnel must remain in telephone contact to ensure an orderly testing process and to resolve any transmittal/interface issues as quickly as possible.

Once interface testing is successful and confirmation is received, the county may then begin transmitting its first file containing test records. Test results will be reviewed by ADP testing staff and reported back to the county within one (1) business day. If the results are successful and without error, the county may then transmit its next test file; otherwise, the county must correct any identified issues or errors and successfully resubmit this first file before transmitting the next group of test records to ADP. This is an iterative process which will continue until all test files and records are transmitted and processed without error.

During the testing process, daily conference calls may be established to ensure optimal problem identification and resolution. If a county is unable to complete the testing process within the two week time period, the testing window may be extended if it appears that the outstanding issues do not require extensive time to correct. However, depending upon the number of issues and their criticality, the county and/or ADP may decide to terminate further testing until the system can be completely fixed.

D. CERTIFICATION and IMPLEMENTATION

Once a county successfully completes CalOMS Treatment testing, ADP will
- Certify the county system as ready to begin send production data to ADP
- Send a confirming e-mail to the county
- Provide instructions to the county on the specific date to cease transmittal of CADDS records and to begin sending CalOMS Treatment data files.
- Convert open CADDS admission records to CalOMS records

5. ADP CalOMS CONTACT LIST

A. CalOMS TREATMENT CERTIFICATION TESTING CONTACTS

Questions regarding the testing process or how it applies to the specific system being developed by a county may be directed to:

Test Manager: **Jonathan E. Meltzer, PMP**
jmeltzer@adp.ca.gov
(916) 324-5893 (work)
(916) 203-0613 (cell)

Test Leader: **Margie Ornelas**
mornelas@adp.ca.gov
(916) 327-5571

Test Consultant: **Irina Soares**
isoares@adp.ca.gov
(916) 322-1983

B. CALOMS TREATMENT PROJECT CONTACTS

Project Director: **Marjorie McKisson**
mmckisson@adp.ca.gov
(916) 327-4178

IT Project Manager: **George Lembi, MBA**
glembi@adp.ca.gov
(916) 324-4467